



# City of Virginia Beach

VBgov.com

OFFICE OF THE CITY MANAGER  
(757) 385-4242  
FAX (757) 427-5626

MUNICIPAL CENTER  
BUILDING 1, ROOM 234  
2401 COURTHOUSE DRIVE  
VIRGINIA BEACH, VIRGINIA 23456-9001

July 27, 2012

Honorable Mayor and  
Members of City Council

**Subject: Virginia Department of Social Services Quality Management Review**

Dear Mayor and Councilmembers:

The quality management review of the City's Child Welfare Division, issued by the Virginia Department of Social Services on July 19, 2012, draws serious conclusions about the state of that unit. We are working diligently to fully examine the State's findings and address the report's conclusions and recommendations. Through this process, we will ensure the City is providing the quality services to vulnerable children and families our citizens expect and deserve.

To that end, I have formed a seven-member task force to examine the report in detail and develop a corrective action plan to be provided to the State by September 1, 2012. Following are the members of this task force:

Cindy A. Curtis, Deputy City Manager – Chair  
Rachel Allen, Virginia Beach City Attorney's Office  
Deputy Chief William T. Dean, Virginia Beach Police Department  
Regina Hilliard, Director, Human Resources  
Martha McClees, Chair, Social Services Advisory Board  
Catheryn Whitesell, Director, Management Services  
Betty Jo Zarris, contracted employee with state and local social service experience

The task force will develop a draft corrective action plan as required. Once that draft is prepared, I am assembling a panel of independent experts to review the draft plan and offer a critique of the plan with any further suggestions for improvement. Once the panel's comments have been received, the plan will be finalized for presentation to City Council and the State. Membership on the panel is being formalized at this time. I will provide City Council a list of panel members and bios once they have confirmed a willingness to assist us in the process.

July 27, 2012

Page 2

You have my commitment to aggressively address the report's findings and to develop an effective program of corrective actions. Please keep in mind that adequate time must be allowed to sort through the State's many recommendations and develop appropriate solutions to the ultimate goal of safeguarding our youth.

If you have any questions about the task force or panel, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "James K. Spore", is written over a circular stamp or seal.

James K. Spore  
City Manager

cc: Human Services QMR Taskforce